

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

FLOCKHART et al.

Serial No.: Not Yet Assigned

Filed: Herewith

Atty. File No.: 4366-113

For: "CONTACT CENTER RESOURCE )  
ALLOCATION BASED ON WORK )  
BIDDING/AUCTION" )

) Group Art Unit:

) Examiner:

) INFORMATION DISCLOSURE STATEMENT

"EXPRESS MAIL" MAILING LABEL NUMBER: EV331284773US  
DATE OF DEPOSIT: September 26, 2003

I HEREBY CERTIFY THAT THIS PAPER OR FEE IS BEING DEPOSITED  
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INDICATED ABOVE AND IS ADDRESSED TO THE COMMISSIONER  
FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VIRGINIA 22313-1450.

TYPED OR PRINTED NAME: AIMEE M. THUERK

SIGNATURE:

*Aimee M. Thuerk*

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

The references cited on attached Form PTO-1449 are being called to the attention of the Examiner. Copies of the cited references:

☒ Are enclosed herewith.

☐ Are not enclosed, in accordance with 37 C.F.R. 1.98(d), because the references were submitted to the U.S. Patent and Trademark Office in prior application Serial No. filed, which is relied upon for an earlier filing date under 35 U.S.C. § 120.

☐ To the best of applicants' belief, the pertinence of the foreign-language references is believed to be summarized in the attached English abstracts and in the figures, although applicants do not necessarily vouch for the accuracy of the translation.

☐ Examiner's attention is drawn to the following co-pending applications, copies of which have been or are being submitted:

Serial No. \_\_\_\_\_ filed \_\_\_\_\_

Serial No. \_\_\_\_\_ filed \_\_\_\_\_

☐ Other: \_\_\_\_\_

Submission of the above information is not intended as an admission that any item is citable under the statutes or rules to support a rejection, that any item disclosed represents analogous art, or that those skilled in the art would refer to or recognize the pertinence of any

reference without the benefit of hindsight, nor should an inference be drawn as to the pertinence of the references based on the order in which they are presented. Submission of this statement should not be taken as an indication that a search has been conducted, or that no better art exists.

It is respectfully requested that the cited information be expressly considered during the prosecution of this application and the references made of record therein.

### FEES

<input checked="" type="checkbox"/>	<p><b>37 CFR 1.97(b):</b> No fee is believed due in connection with this submission, because the information disclosure statement submitted herewith is satisfies one of the following conditions ("X" indicates satisfaction):</p> <p><input checked="" type="checkbox"/> Within three months of the filing date of a national application other than a continued prosecution application under 37 CFR 1.53(d), or</p> <p><input type="checkbox"/> Within three months of the date of entry into the national stage of an international application as set forth in 37 CFR 1.491 or</p> <p><input type="checkbox"/> Before the mailing date of a first Office Action on the merits, or</p> <p><input type="checkbox"/> Before the mailing of a first Office action after the filing of a request for continued examination under 37 CFR 1.114.</p> <p>Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970.</p>
<input type="checkbox"/>	<p><b>37 CFR 1.97(c):</b> The information disclosure statement transmitted herewith is being filed after all the above conditions (37 CFR 1.97(b)), but before the mailing date of one of the following conditions:</p> <p>(1) a final action under 37 C.F.R. 1.113 or</p> <p>(2) a notice of allowance under 37 C.F.R. 1.311, or</p> <p>(3) an action that otherwise closes prosecution in the application.</p> <p>This Information Disclosure Statement is accompanied by:</p> <p><input type="checkbox"/> A Certification (below) as specified by 37 C.F.R. 1.97(e). Although no fee is believed due, if any fee is deemed due in connection with this submission, please charge such fee to Deposit Account 19-1970.</p> <p style="text-align: center;">OR</p> <p><input type="checkbox"/> A check in the amount of \$180.00 for the fee set forth in 37 C.F.R. 1.17(p) for submission of an information disclosure statement. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970. Election to pay the fee should not be taken as an indication that applicant(s) cannot execute a certification.</p>
<input type="checkbox"/>	<p><b>37 CFR 1.97(d):</b> This Information Disclosure Statement is being submitted after the period specified in 37 CFR 1.97(c).</p> <p><input type="checkbox"/> This information Disclosure Statement includes a Certification (below) as specified by 37 C.F.R. 1.97(e)</p> <p style="text-align: center;">AND</p> <p><input type="checkbox"/> Applicants hereby requests consideration of the reference(s) disclosed herein. Enclosed is the fee in the amount of \$180.00 under 37 C.F.R. 1.17(p). Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.</p>

**Certification (37 C.F.R. 1.97(e))**  
(Applicable only if checked)

☐ The undersigned certifies that:

☐ Each item of information contained in this information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(1).

☐ A copy of the communication from the foreign patent office is enclosed.

OR

☐ No item of information contained in this information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned after making reasonable inquiry, no item of information contained in this Information Disclosure Statement was known to any individual designated in 37 C.F.R. 1.56(c) more than more than three months prior to the filing of this statement. 37 C.F.R. 1.97(e)(2).

Respectfully submitted,

SHERIDAN ROSS P.C.

By: 

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(303) 863-9700

Date: Sept 26, 2003

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE  INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-113	SERIAL NO. Not Yet Assigned
	APPLICANT FLOCKHART et al.	
	FILING DATE Herewith	GROUP ART

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
	AA	6,614,903	9/2/03	Flockhart et al.	379	265.12	
	AB	6,563,920	5/13/03	Flockhart et al.	379	265.1	
	AC	6,535,601	3/18/03	Flockhart et al.	379	266.01	
	AD	6,463,346	10/8/02	Flockhart et al.	700	102	
	AE	6,453,038	9/17/02	McFarlane et al.	379	265.05	
	AF	6,366,668	4/2/02	Borst et al.	379	266.04	
	AG	6,295,353	9/25/01	Flockhart et al.	379	265	
	AH	6,192,122	2/20/01	Flockhart et al.	379	266	
	AI	6,173,053	1/9/01	Bogart et al.	379	266	
	AJ	6,163,607	12/19/00	Bogart et al.	379	266	
	AK	6,088,441	7/11/00	Flockhart et al.	379	265	
	AL	6,064,731	5/16/00	Flockhart et al.	379	265	
	AM	6,049,547	4/11/00	Fisher et al.	370	412	
	AN	5,982,873	11/9/99	Flockhart et al.	379	266	
	AO	5,905,793	5/18/99	Flockhart et al.	379	266	
	AP	5,903,877	5/11/99	Berkowitz et al.	705	26	
	AQ	5,828,747	10/27/98	Fisher et al.	379	309	
	AR	5,825,869	10/20/98	Brooks et al.			
	AS	5,754,639	5/19/98	Flockhart et al.	379	221	

EXAMINER	DATE CONSIDERED
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

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*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
	AT	5,740,238	4/14/98	Flockhart et al.	379	221	
	AU	5,684,872	11/4/97	Flockhart et al.	379	266	
	AV	5,506,898	4/9/96	Costantini et al.	379	266	
	AW	Pub. No. US 2003/0177231	9/18/03	Flockhart et al.	709	225	3/12/02
	AX	Pub. No. US 2003/0152212	8/14/03	Burok et al.	379	265.02	2/5/03
	AY	Pub. No. US 2003/0123642	7/3/03	Alvarado et al.	379	266.01	1/3/02
	AZ	Pub. No. US 2002/0181692	12/5/02	Flockhart et al.	379	265.02	6/5/01
	BA	Pub. No. US 2002/0118816	8/29/02	Flockhart et al.	379	265.12	1/9/01

## FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO

## OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

	BB	Avaya, Inc., Business Advocate Product Summary, available at <a href="http://www.avaya.com">http://www.avaya.com</a> , downloaded on 2/15/03, Avaya, Inc. 2003
	BC	Avaya, Inc., Business Advocate Options, available at <a href="http://www.avaya.com">http://www.avaya.com</a> , downloaded on 2/15/03, Avaya, Inc., 2003
	BD	Avaya, Inc., CentreVu Advocate, Release 9, User Guide, December 2000

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BE	"Internet Protocol Addressing," available at <a href="http://samspade.org/d/ipdns.html">http://samspade.org/d/ipdns.html</a> , downloaded March 31, 2003
BF	"Domain Name Services," available at <a href="http://www.pism.com/chapt09/chapt09.html">http://www.pism.com/chapt09/chapt09.html</a> , downloaded March 31, 2003
BG	Bellsouth Corp., "Frequently Asked Questions - What is a registrar?," available at <a href="https://registration.bellsouth.net/NASApp/DNSWebUI/FAQ.jsp">https://registration.bellsouth.net/NASApp/DNSWebUI/FAQ.jsp</a> , downloaded March 31, 2003
BH	Stevenson, Douglas, et al., "Name Resolution in Network and Systems Management Environments," available at <a href="http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html">http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html</a> , downloaded March 31, 2003
BI	Ahmed, Sarah, "A Scalable Byzantine Fault Tolerant Secure Domain Name System," thesis submitted to Massachusetts Institute of Technology, Department of Electrical Engineering and Computer Science, January 22, 2001
BJ	Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002
BK	Avaya, Inc., "The Advantages of Load Balancing in the Multi-Call Center Enterprise," Avaya, Inc., 2002
BL	Foster, Robin, et al., "Avaya Business Advocate and its Relationship to Multi-Site Load Balancing Applications," Avaya, Inc., March 2002
BM	Chavez, David, et al., "Avaya MultiVantage Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," Avaya, Inc., August 2002
BN	Avaya, Inc., "Voice Over IP Via Virtual Private Networks: An Overview," Avaya, Inc., February 2001
BO	Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002

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